

	10 Surveys received								
	February, 2007	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service	1			1	3	5		
2	Willingness to help you				3	1	5	1	
3	Accuracy	1			3	2	4		
4	Knowledge					4	5	1	
5	Courtesy					4	5	1	
6	Individualized attention	1				3	5	1	
	Front Counter								
7	Our telephones were answered promptly				1	4	1	3	
8	Our office hours are convenient		1		3	3		2	
	Plan Exam								
9	Phone calls were returned in timely manner					3	3	3	
10	Our forms are understandable				3		3	3	
11	Our correspondence is understandable					4	2	3	
	Inspection								
12	Our Inspectors are accessible	1				5	4		
13	Our inspection hours are convenient	1	1			4	4		
	TOTALS	5	2	0	14	40	46	18	125
	Percentage	4%	2%	0%	11%	32%	37%	14%	

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Very organized and thorough inspections. Front desk courteous.

Came on time. Was thorough in his exam and caught other items that were not part of the exam. I now have heat in the north of the house. Thank you.

Your inspector was very pleasant.

Inspection was very good. The inspector was very nice.

The office staff is always courteous and very helpful. The plan examiner and inspector

always returned calls quickly and answered any questions I might have.

Good inspection.

WHAT CAN WE DO BETTER?

Application forms are redundant, 3 to 4 individual forms with same information.

Application forms redundant, some way these could be filled out once & duplicated for different scopes. (sic)

Not a thing – Great Job.

Timeliness – the sign was put up over 2–3 yrs ago - & you just sent the completion certificate. Also you listed property owner as the sign owner – this is not correct. (sic)

Work on #2, (Willingness to help you).

(But the person who filled out the survey rated #2 with a 6 for “excellent”).